

CLAIMS

1 ~~1. A system, comprising:~~
2 a workstation having one or more computers;
3 one or more printing devices connected to at least one computer in the
4 workstation; and
5 a remote diagnostic center configured to communicate with the one or more
6 printing devices and execute a printing device management application to obtain
7 diagnostic data from the one or more printing devices;
8 wherein the remote diagnostic center is located outside the workstation.

1 2. The system as recited in claim 1, wherein at least one of the one or
2 more printing devices is directly connected to a workstation computer.

1 3. The system as recited in claim 1, wherein at least one of the one or
2 more printing devices is connected to the workstation through a local network.

1 4. The system as recited in claim 1, wherein:
2 the system comprises at least two printing devices;
3 a first printing device is directly connected to a workstation computer; and
4 a second printing device is connected to the workstation through a local
5 network.

1 5. The system as recited in claim 1, wherein the remote diagnostic
2 center further comprises a printer information management system that
3 communicates with the workstation through the Internet.

1 6. The system as recited in claim 5, wherein the printer information
2 management system is stored on an Internet website.

1 7. The system as recited in claim 5, wherein the printer information
2 management system is accessible by two or more concurrent users.

1 8. The system as recited in claim 1, wherein the remote diagnostic
2 center is further configured to obtain the diagnostic data only after receiving
3 authorization from a workstation computer.

1 9. A method, comprising:
2 communicating with a workstation having one or more computers and at
3 least one printing device connected to a workstation computer;
4 receiving diagnostic data from each printing device of the workstation;
5 wherein at least one printing device is directly connected to a workstation
6 computer.

1 10. The method as recited in claim 9, wherein the workstation includes
2 at least two printing devices, and at least one printing device is connected to the
3 workstation through a local network.

1 11. The method as recited in claim 9, further comprising simultaneously
2 viewing diagnostic data from the one or more printing devices on a workstation
3 computer and on a remote computer.

1 12. The method as recited in claim 9, wherein the communicating
2 further comprises communicating with the workstation through the Internet.

1 13. The method as recited in claim 12, wherein diagnostic software is
2 stored on an Internet website and is concurrently accessible by more than one user.

1 14. The method as recited in claim 9, further comprising receiving
2 permission from a workstation computer before receiving diagnostic data from a
3 printing device.

1 15. The method as recited in claim 9, wherein the printing devices
2 further comprise printers.

1 16. A method, comprising:
2 initiating a printer information management system from a computer of a
3 workstation having one or more computers and one or more printers connected to
4 the workstation computers, the printer information management system obtaining
5 diagnostic data from the one or more printers; and
6 granting permission to a remote user to control the printer information
7 management system to access the diagnostic data from the one or more printers;
8 and

9 ~~wherein at least one printer is directly connected to a workstation computer.~~

1 ~~17. The method as recited in claim 16, wherein the granting permission~~
 2 to a remote user further comprises granted permission to a remote user to access
 3 the diagnostic data through an Internet connection.

1 18. The method as recited in claim 17, wherein at least a portion of the
 2 printer information management system is stored on an Internet website and is
 3 concurrently accessible by two or more users.

1 19. The method as recited in claim 16, further comprising retaining
 2 concurrent access to the diagnostic data after the remote user gains access to the
 3 diagnostic data.

1 ~~20. The method as recited in claim 17, wherein the printer information~~
 2 management system is network-based, and the initiating further comprises
 3 launching the printer information management system through a network
 4 connection.